
**CITY OF COSTA MESA
OFFICE OF THE CITY MANAGER
INTEROFFICE MEMORANDUM**

TO: TONY DODERO,

KRISTIN STEVENS, MANAGEMENT ANALYST

FROM: MURIEL ULLMAN, HOMELESS CONSULTANT
AMEERAH GHAZNAVI, MANAGEMENT AIDE

DATE: XX/XX/XXXX

SUBJECT: NETWORK FOR HOMELESS SOLUTIONS OUTREACH 2018 YEAR END REPORT

The Network for Homeless Solutions (NHS) is a collaborative effort among city staff, volunteers, community churches, as well as non-profit and private organizations to address homelessness in Costa Mesa. Using a humanistic approach, homeless individuals are identified and directed to resources that will best assist them. This report will highlight the outcomes and activities of the NHS team that have been completed between January 1, 2018 and December 31, 2018.

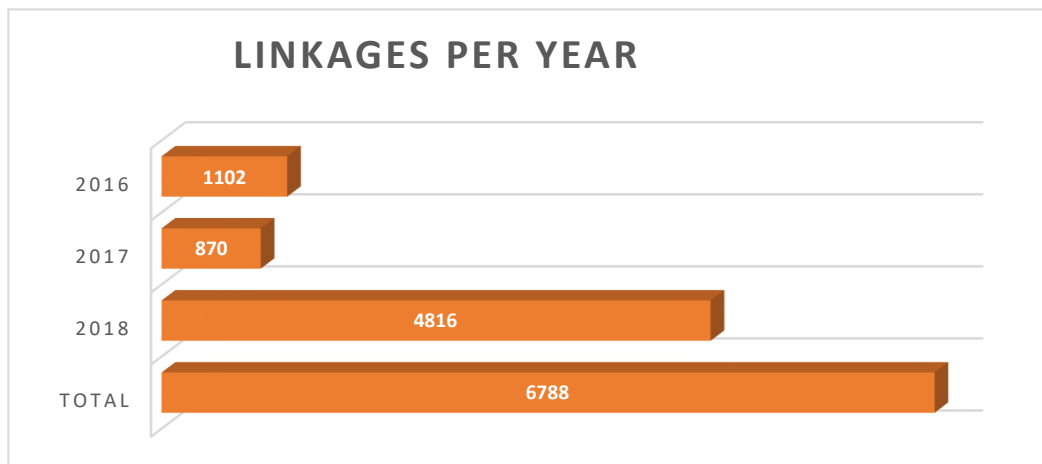
OUTREACH ACCOMPLISHMENTS

I. LINKAGES

A. Summary of Linkages

The term “linkages” refers to linking clients to various supportive services including but not limited to substance abuse, mental health, medical, social services, employment, transportation, collaborative case management or securing documentation.

- **Total linkages in 2018: 4,816**
- **Total linkages in 2017: 870**
- **Total linkages in 2016: 1,102**
- **Total linkages from 2016-2018: 6,788**



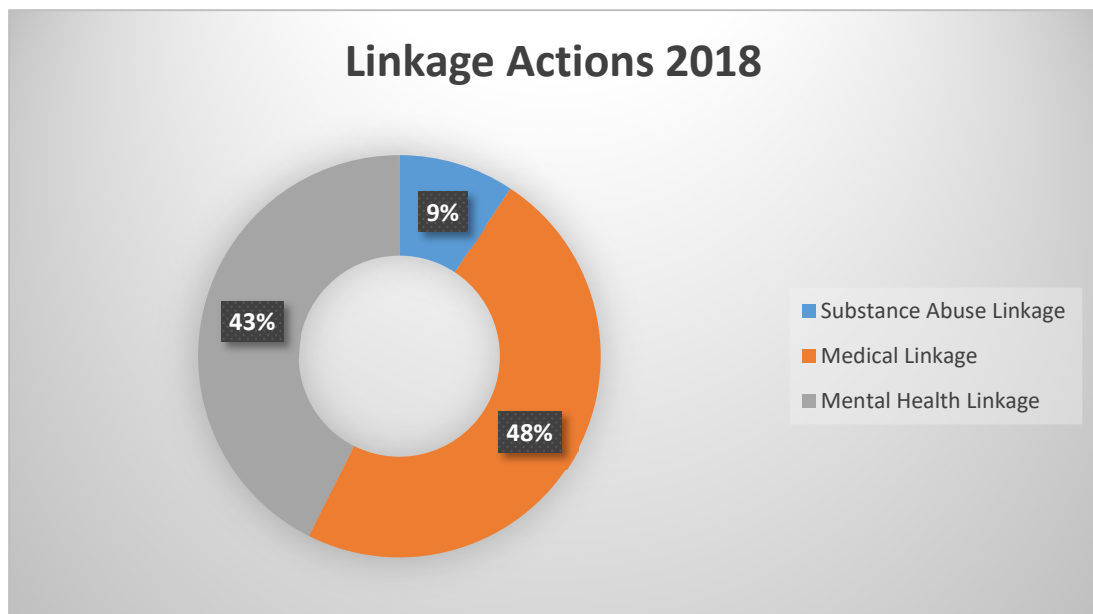
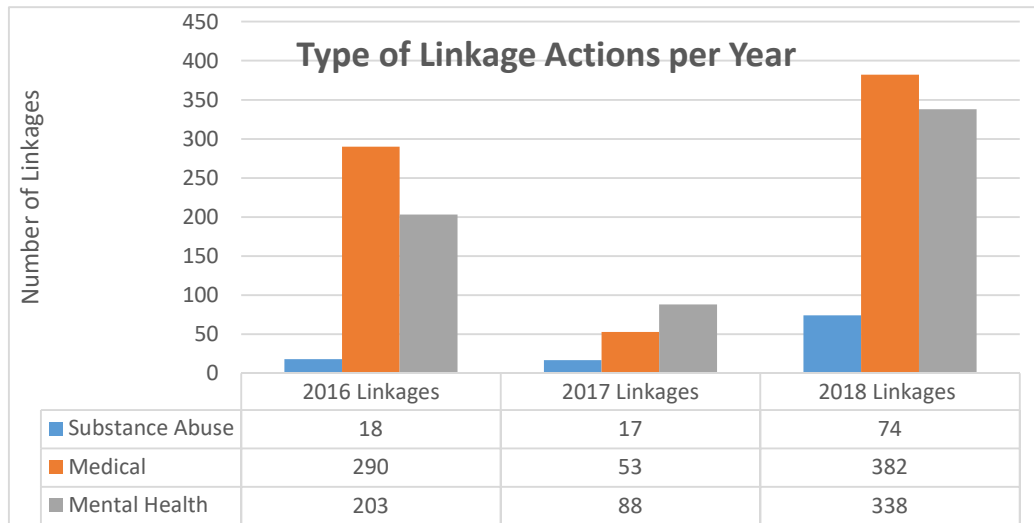
<i>Summary of Linkages 2018</i>		
<i>Linkage Type</i>	Number of Linkages	Linkage Hours
<i>Substance Abuse</i>	74	23.99
<i>Social Services</i>	306	104.25
<i>Medical</i>	382	211.45
<i>Mental Health</i>	338	159.62
<i>Legal Services</i>	63	44.55
<i>Documentation</i>	504	173.46
<i>Job Connection</i>	86	28.1
<i>Housing Recovery</i>	591	229.23
<i>Rental Assistance</i>	15	4.5
<i>Permanent Housing Assessment</i>	76	52.25
<i>Collab. Case Management</i>	1486	440.86
<i>Transportation</i>	596	115.41
<i>Other</i>	299	116.28
<i>Total:</i>	4816	1703.95

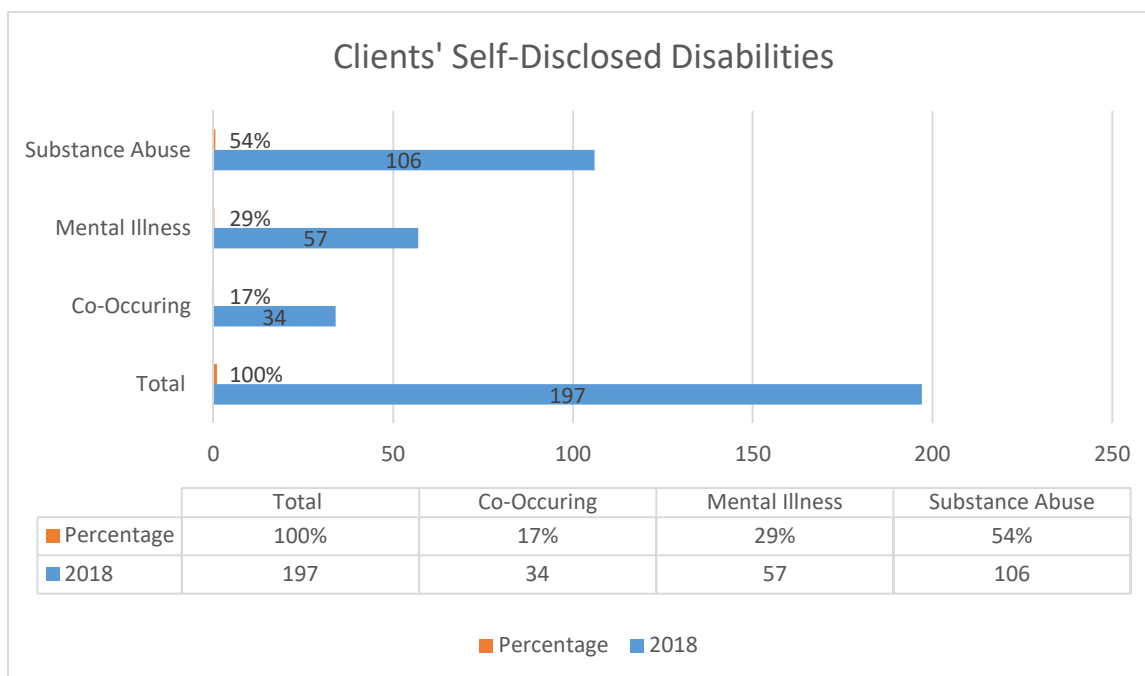
B. Client Disclosure of Substance Abuse and Mental Illness

Outreach has worked with clients who have substance abuse and/or mental health disabilities. A combination of both disabilities are called “co-occurring disorders.” These disabilities have been self-disclosed verbally by clients to the outreach workers. In some cases, clients have provided documentation detailing the severity of their disability.

As of 2018, 197 total clients self-disclosed their disorder to Outreach. Approximately 29% of clients reported mental illness, 54% reported substance abuse, and 17% of clients reported co-occurring disorders. Although only 57 clients (29%) reported mental illness, Outreach staff still made 338 mental health linkages based on observations and client history. However, although 106 (54%) clients self-disclosed substance abuse, only 74 linkages made in 2018 indicating a gap in recovery services for the indigent.

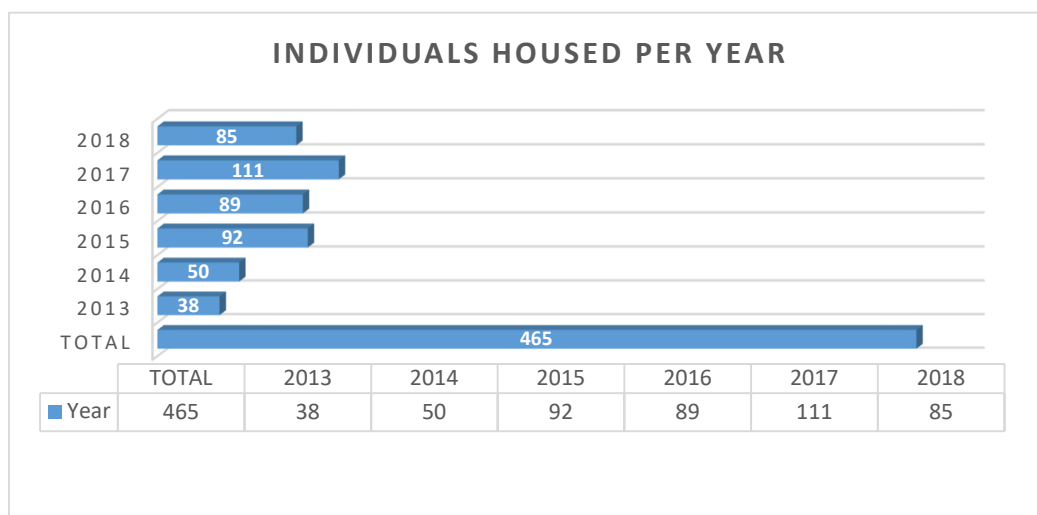
This may partially be due to the recent passage of criminal justice laws including AB 109 and Proposition 47, which reduced felony charges and mainstreamed previously convicted criminals into society with minimal support and resources. In addition, the cases of pro-longed mental illness have largely gone undiagnosed and untreated which has increased the reports of co-occurring disorders. Due to ongoing support and assistance from the Outreach Team, clients continue to build rapport with these professionals and are more likely to self-disclose their personal struggles with substance abuse and mental illness.





II. HOUSED CLIENTS/PEOPLE REMAINING IN HOUSING

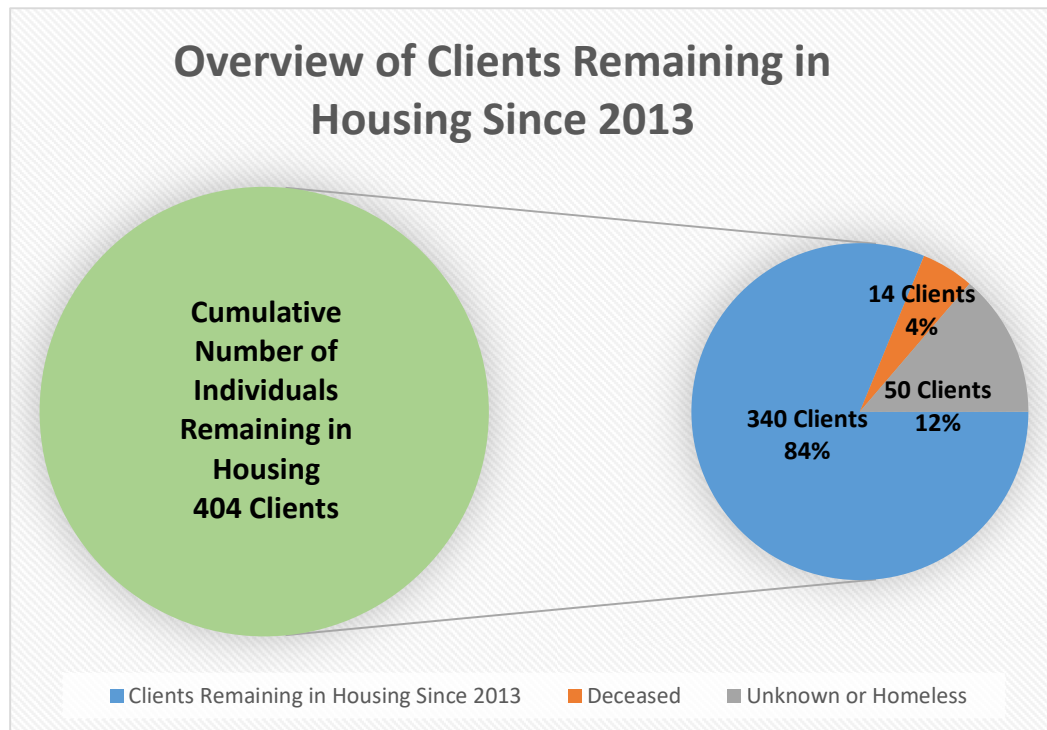
- A. Clients' housing status as of December 31, 2019 indicated that there were a total of 85 homeless clients who were housed. Below is a chart that illustrates the total number of housed individuals per year. From 2013 to 2018, 465 people transitioned from being homeless to being housed.



B. Clients Housed Since 2013

Below is an in-depth analysis on the number of clients that have been housed since 2013, and the number of individuals who were housed, but have since fallen out of housing, passed away, or whose whereabouts are unknown.

- **Total individuals housed since 2013: 404**
- **Cumulative number of individuals remaining in housing 2013-2018: 340(84%)**
- **Total individuals who have fallen out of housing: 50**
- **Total individuals housed since 2013, who are now deceased: 14**
- **Cumulative total fell out of housing 16% includes deceased population**



As stated above, many of these clients have been living on the streets for several years and the transition to housing can be difficult for them. The Outreach Team works to ensure that the individual is given all the resources that they need to succeed in the transition to living inside. Some of the issues that the Outreach Team may experience when attempting to house homeless individuals are criminal records, mental and physical health issues, substance abuse, and a lack

of identification and motivation to be housed. Forming trusting relationships with these individuals is critical to securing their cooperation.

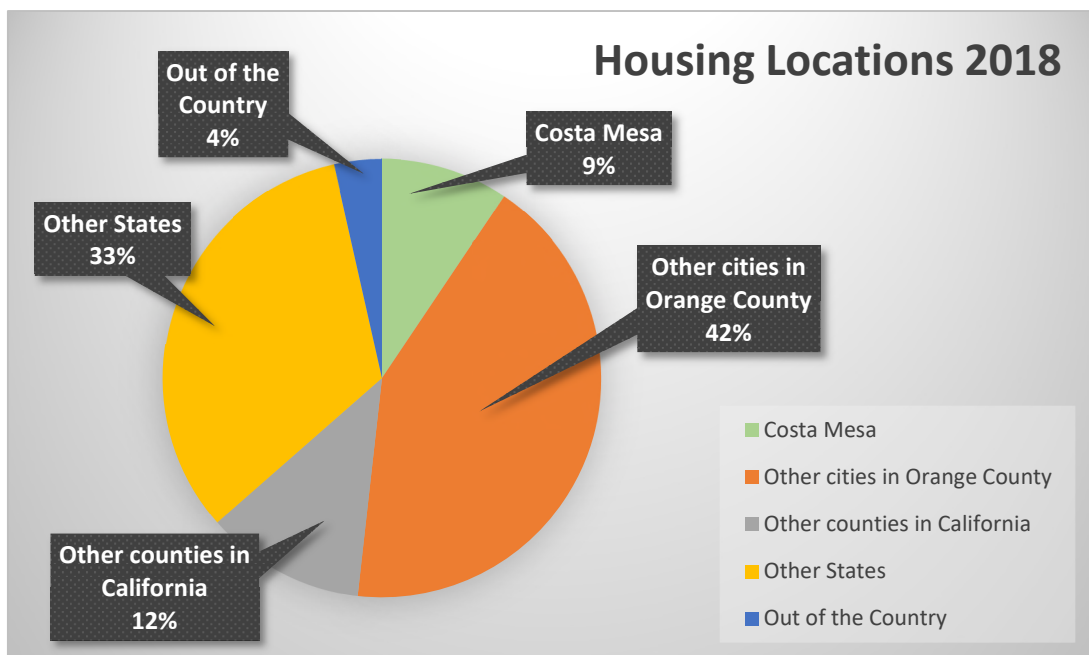
Collaborating with governmental agencies, non-profit organizations and community volunteers; as well as, networking with reliable private landlords has aided the Outreach Team in securing much needed affordable housing for its homeless residents. In addition, a housing initiative titled “211 Coordinated Entry” has allowed individuals to be housed on a “housing first” model, which involves the immediate placement of the vulnerable individuals based on their mental health, medical problems, and substance abuse.

C. Where are They Housed?

In 2018, 85 individuals were housed. Most have been housed in Orange County cities other than Costa Mesa and, in some cases, clients have been housed outside of California.

Listed below are the locations of their housing:

- **Clients housed in Costa Mesa: 8**
- **Clients housed in other cities in Orange County: 36**
- **Clients housed in other California counties: 10**
- **Clients housed in other states: 28**
- **Clients housed out of the country: 3**
- **Unknown: 0**



8 homeless were housed in Costa Mesa



36 homeless were housed with in other cities in Orange County



10 homeless housed within California outside of O.C.



28 homeless housed out of state within U.S.



3 homeless clients housed out of the country



0 homeless were housed in unknown locations.

Total

Total 85 housed as of 2018

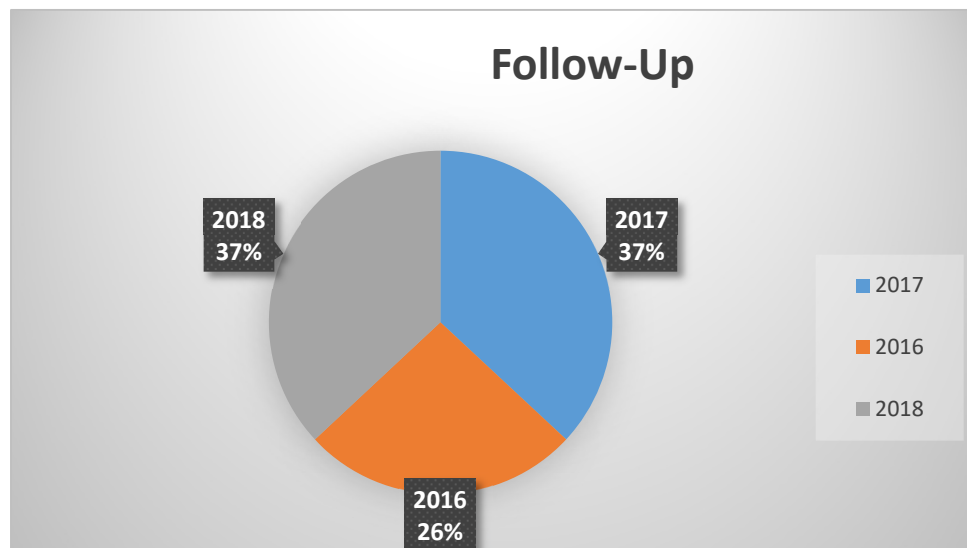
- 91% of people are housed outside of Costa Mesa.
- There are many reasons for this phenomenon: First, due to high rents and strict underwriting criteria there are not enough housing options in Costa Mesa to house all individuals in the city.² In addition, some clients come from other cities and are reconnected back to their community of origin. Finally, location of permanent supportive housing for the 211 Coordinated Entry Program is chosen by federally funded housing providers that have received funding from both the County of Orange and the Department of Housing and Urban Development. The Outreach Team has no control over the location of the housing for homeless individuals who are selected to participate in this program; it is based on availability and willingness of private landlords to participate in this program.

D. Client Follow up Support

Clients continue to receive support from outreach workers after they have been housed. Follow up support is given to ensure clients have the necessary resources to stay in housing.

- **Clients that received follow up support in 2018: 58**
- **Clients that received follow up support in 2017: 58**
- **Clients that received follow up support in 2016: 41**

Exhibit 9: Follow Up Support per Year



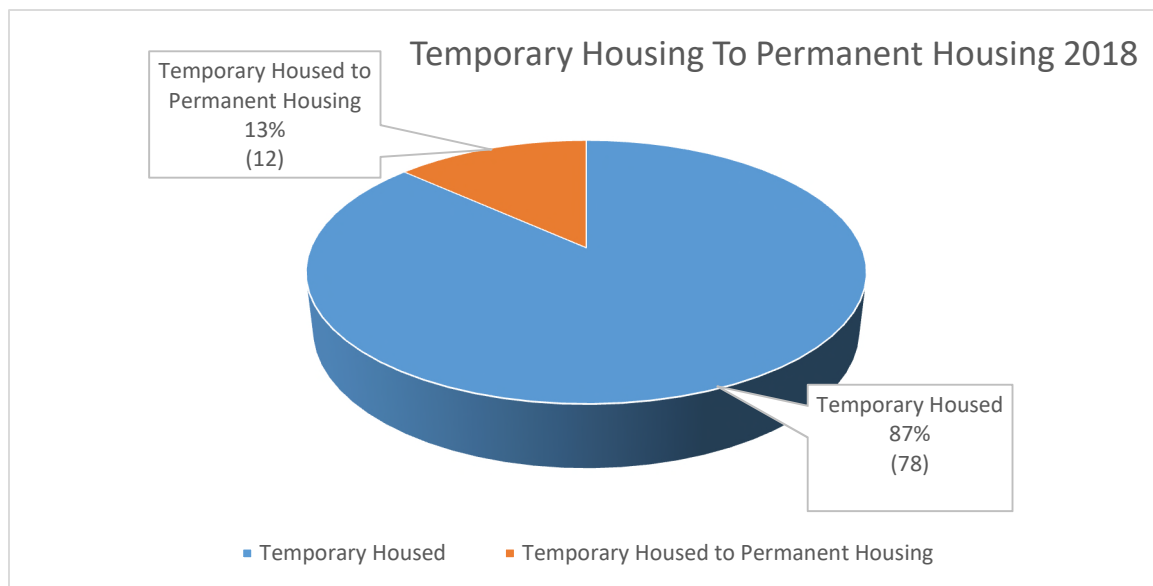
² As of February 2017, average apartment rent within the city of Costa Mesa, CA is \$2075. One bedroom apartments in Costa Mesa rent for \$1804 a month on average, and two bedroom apartment rents average \$2309 (Rentjungle.com)

Follow up support for housed clients has increased per year, as a larger focus has been placed on keeping clients housed. Follow up is a necessity to ensure that the individuals have the necessary resources to continue to stay in housing due to their limitations as expressed above.

E. Temporary Vs. Permanent Housing

Clients that have been housed by the Outreach Team are predominately placed in two types of housing: Temporary and Permanent. Temporary housing is defined as housing that can be up to 90 days in tenure or longer, with a specific end date in mind. Permanent housing is housing that a client can remain in indefinitely, some of which contains wraparound case management services. There were 12 clients placed in permanent housing and 78 total clients placed in temporary housing.

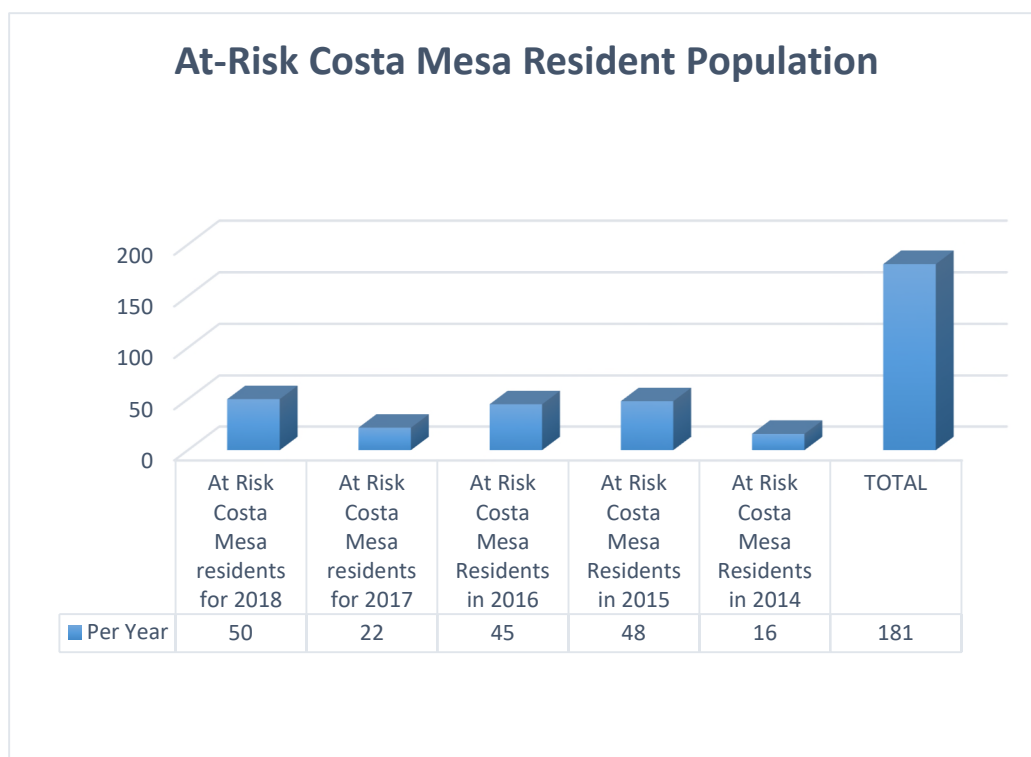
- **Number of Clients housed in 2018: 85**
- **Total Number of Clients placed in temporary housing in 2018: 78**
- **Number of Clients moved from temporary housing into permanent housing in 2018: 12**



F. Housed Costa Mesa Residents at Risk of Homelessness

“At-risk” Costa Mesa residents is another demographic that utilizes outreach assistance. These individuals are housed Costa Mesa residents that are at risk of losing their housing due to financial instability, job loss, illness, and/or high rental rates in the city. The Outreach Team provides resources to these households through partnerships with several non-profit organizations such as Mercy House.

- **At Risk Costa Mesa residents in 2018: 50**
- **At Risk Costa Mesa residents in 2017: 22**
- **At Risk Costa Mesa residents in 2016: 45**
- **At Risk Costa Mesa residents in 2015: 48**
- **At Risk Costa Mesa residents 2014: 16**



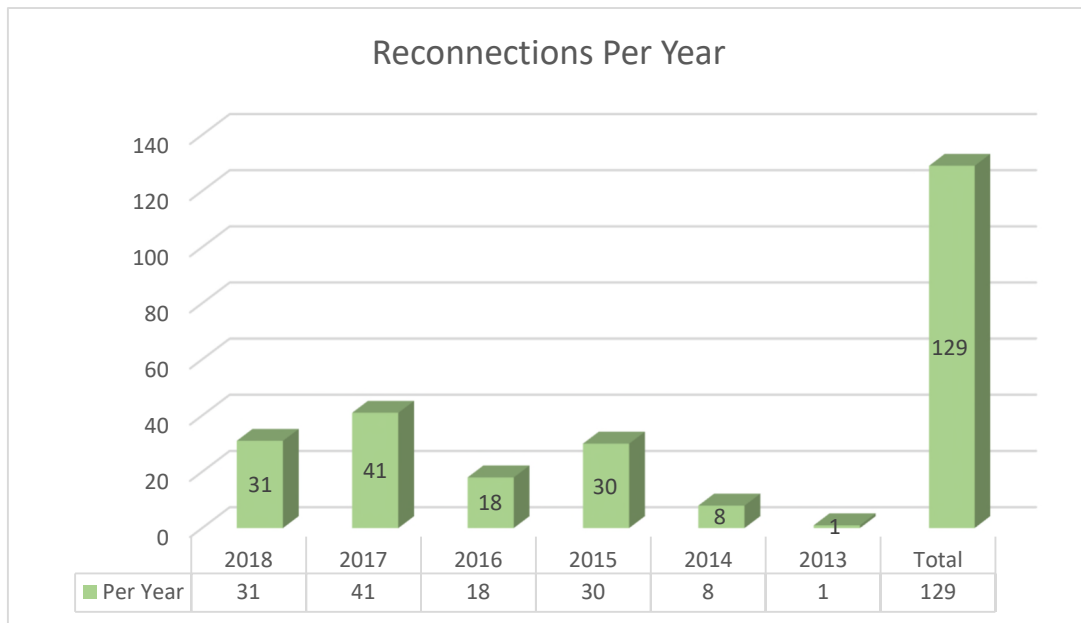
III. RECONNECTIONS

Through partnerships with local non-profits and churches, Outreach is able to link homeless non-resident clients of Costa Mesa back to their community of origin and ensure that they are ending their homelessness by reuniting with family or friends and/or enrolling in a shelter placement program. Many of these individuals are subjected to an extensive criminal background check before they are reconnected back to their hometown. Reconnection partnerships include Costa Mesa Police Department, Fresh

Beginnings Ministries, The Crossing Church, Broken Hearts Ministry, Trellis, and Lighthouse Church.

- **TOTAL INDIVIDUALS RECONNECTED FROM 2013 THROUGH 2017: 98**
 - **Total reconnections in 2018: 31**
 - **Total reconnections in 2017: 41**
 - **Total reconnections in 2016: 18**
 - **Total reconnections in 2015: 30**
 - **Total reconnections in 2014: 8**
 - **Total reconnections in 2013: 1**

Reconnections per Year –



Reasons given to Outreach Team for choosing to move to Costa Mesa:

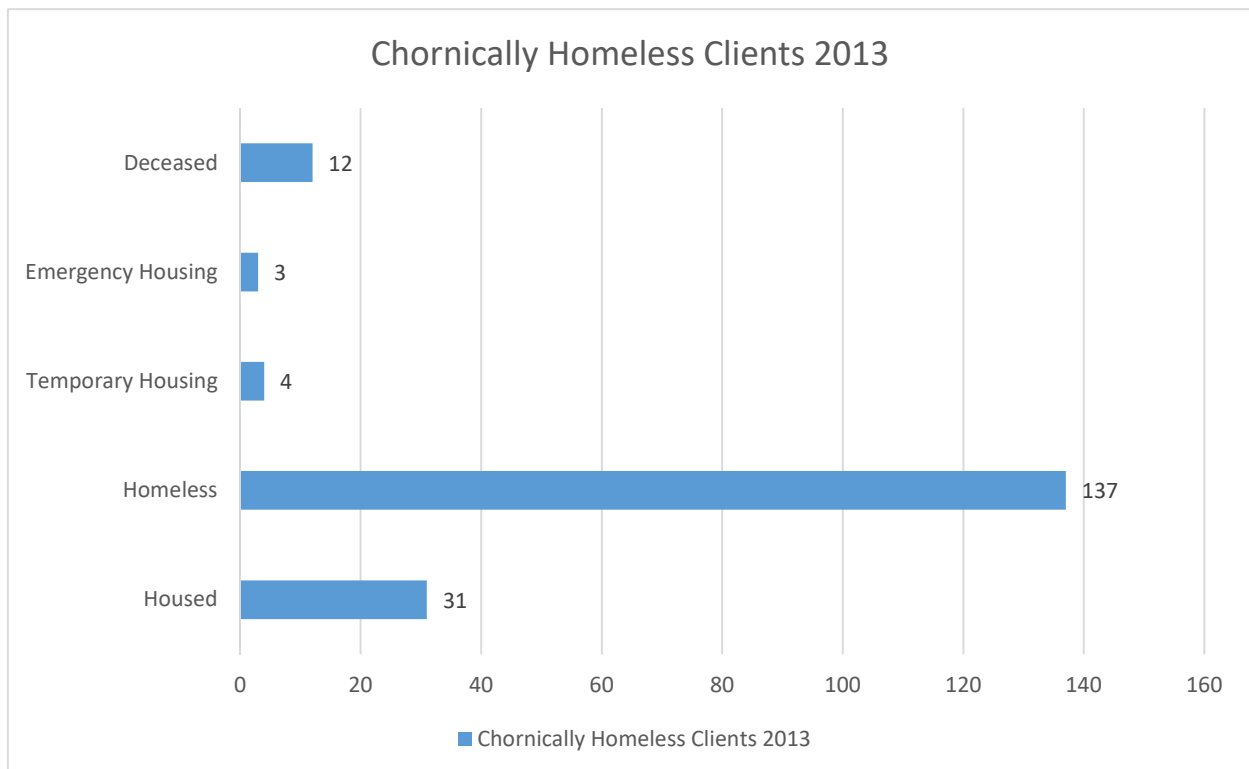
- Substance abuse treatment (client either fell out of program or successfully completed treatment, but then became homeless)
- Access to services (e.g. food, clothing, medical assistance, etc.)
- Optimal weather conditions
- Employment opportunity
- Educational opportunity

IV. CHRONICALLY HOMELESS CLIENTS FROM 2013

A. As of 2013, approximately 187 homeless clients in Costa Mesa who were originally receiving help from the Outreach team. As of December 31, 2018, the following information below provides information on chronic homeless housing statuses of these long-term clients.

B.

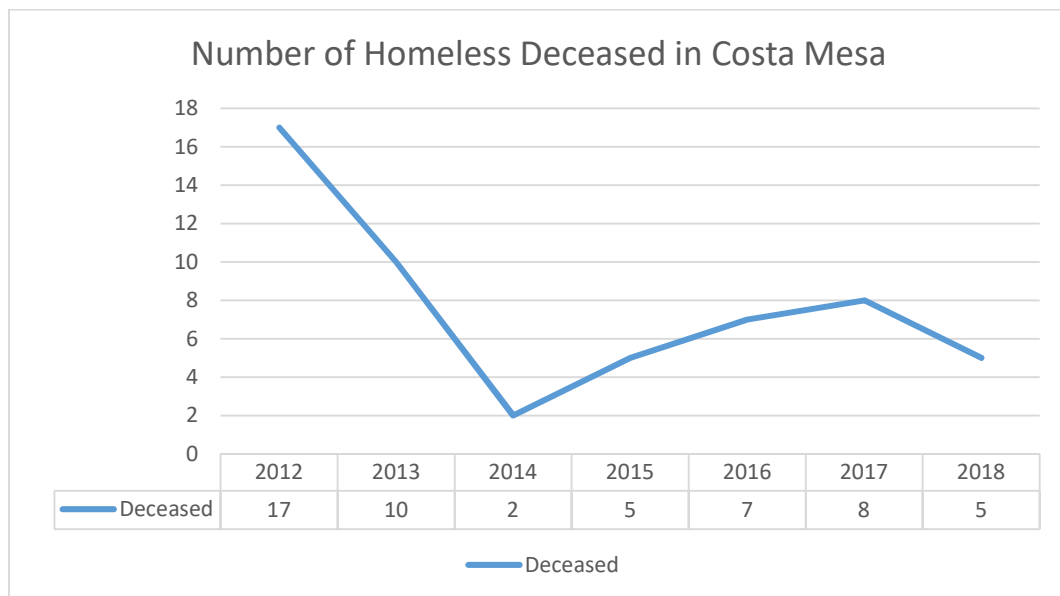
Chronically Homeless Clients From 2013	
Housing Status as of 12.31.2018	Number of Clients
Housed	31
Homeless	137
Temporary Housing	4
Emergency Housing	3
Deceased	12
Total:	187



V. DECEASED HOMELESS CLIENTS IN COSTA MESA

A. The Outreach team works closely with volunteers, community partners, and law enforcement in tracking the number of deceased homeless clients in Costa Mesa. Below is the number of reported homeless deceased Costa Mesa clients. The Outreach Team gathers this information from input provided by clients' families, community volunteers, law enforcement, non-profit partners, faith-based partners, and others in the community. These numbers are reported estimates and may not be an exact representation of the real number of homeless deceased clients in Costa Mesa.

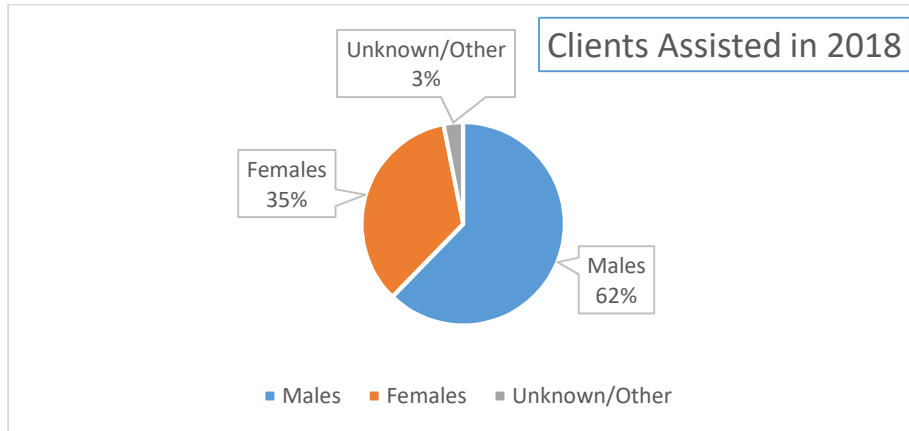
<u>Deceased Clients 2012-2018</u>	
<u>Year</u>	<u>Number of Clients</u>
2012	17
2013	10
2014	2
2015	5
2016	7
2017	8
2018	5
Total: 7 Years	Total: 54 clients



VI. HOMELESS POPULATIONS

A. Male & Female Clients Served

- a. Homeless Female Clients Assisted 2018: 202
- b. Homeless Male Clients Assisted 2018: 363
- c. Homeless Unknown/Other Gender Assisted in 2018: 18



B. Families

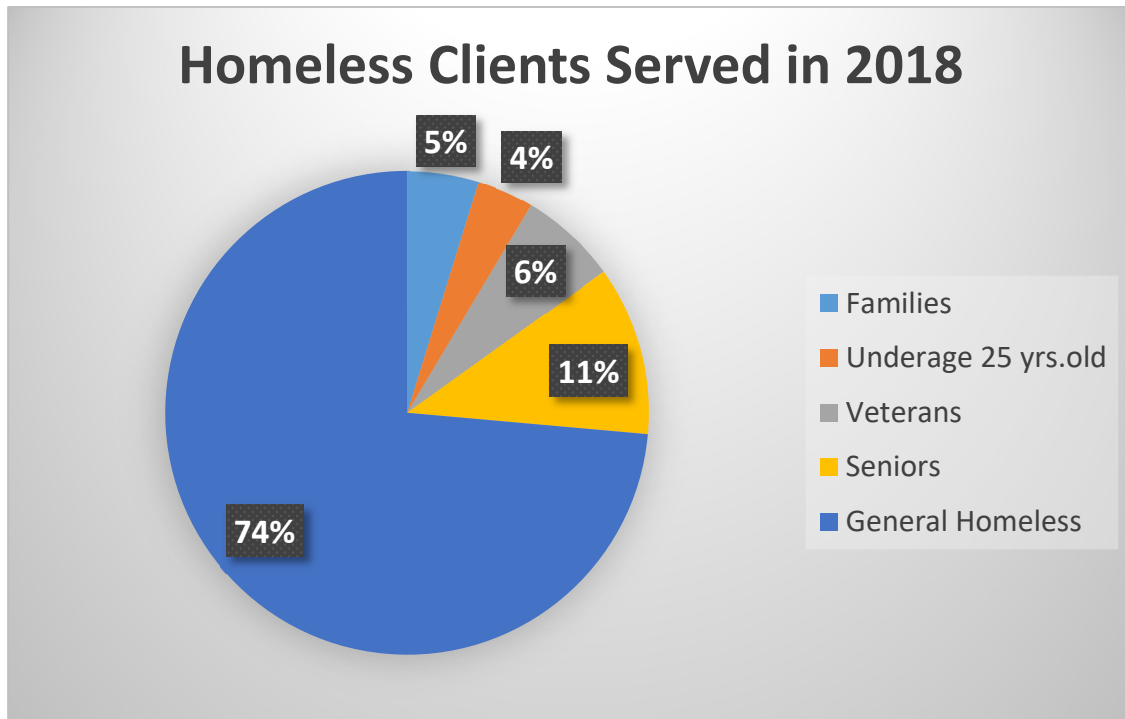
- a. 28 clients with minor children (5% of the population) were provided services in 2018.

c. Clients Under 25-years-old

- a. 22 clients (4% of the population) were provided services in 2018.

D. Seniors

- a. Seniors 60-years-old and above
 - i. 66 clients (11% of population) were provided services in 2018.

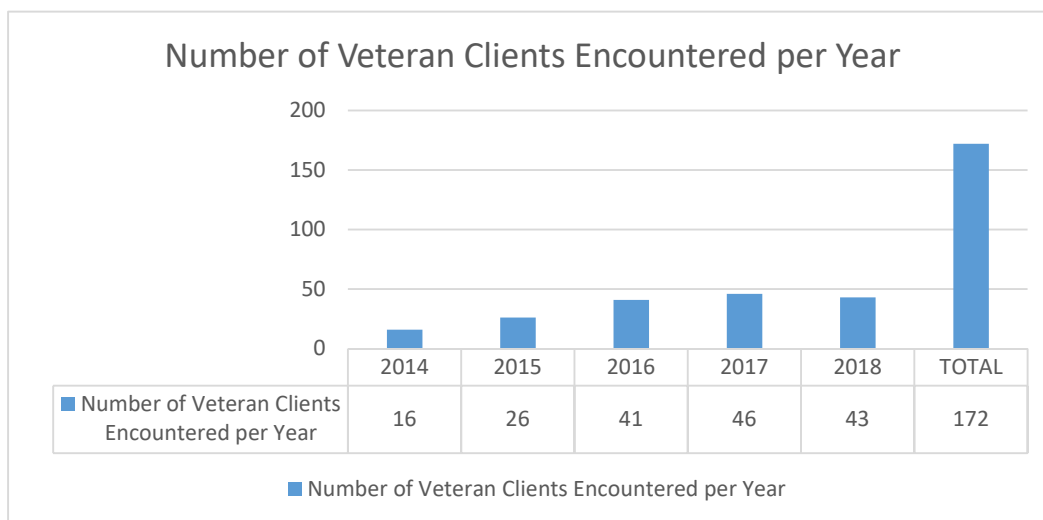


E. Service Resistant Clients

- a. Total Service Resistant Clients 2018: 40 Clients
- b. Total Service Resistant Clients 2017: 23 Clients
- c. Total Service Resistant Clients 2016: 18 Clients

F. Veterans

- Outreach has assisted 172 veteran clients since 2014.
- The NHS Outreach Team continues to forge partnerships with Veterans programs such as The Department of Veteran Affairs, Veteran Administration, Veterans First, and Veteran Affairs Homeless Outreach Services.
 - Total Veterans Served in 2018: 43
 - Total Veterans Served in 2017: 46
 - Total Veterans Served in 2016: 41
 - Total Veterans Served in 2015: 26
 - Total Veterans Served in 2014: 16
- Total: 172



VII. 211 COORDINATED ENTRY | HIGHLIGHTS

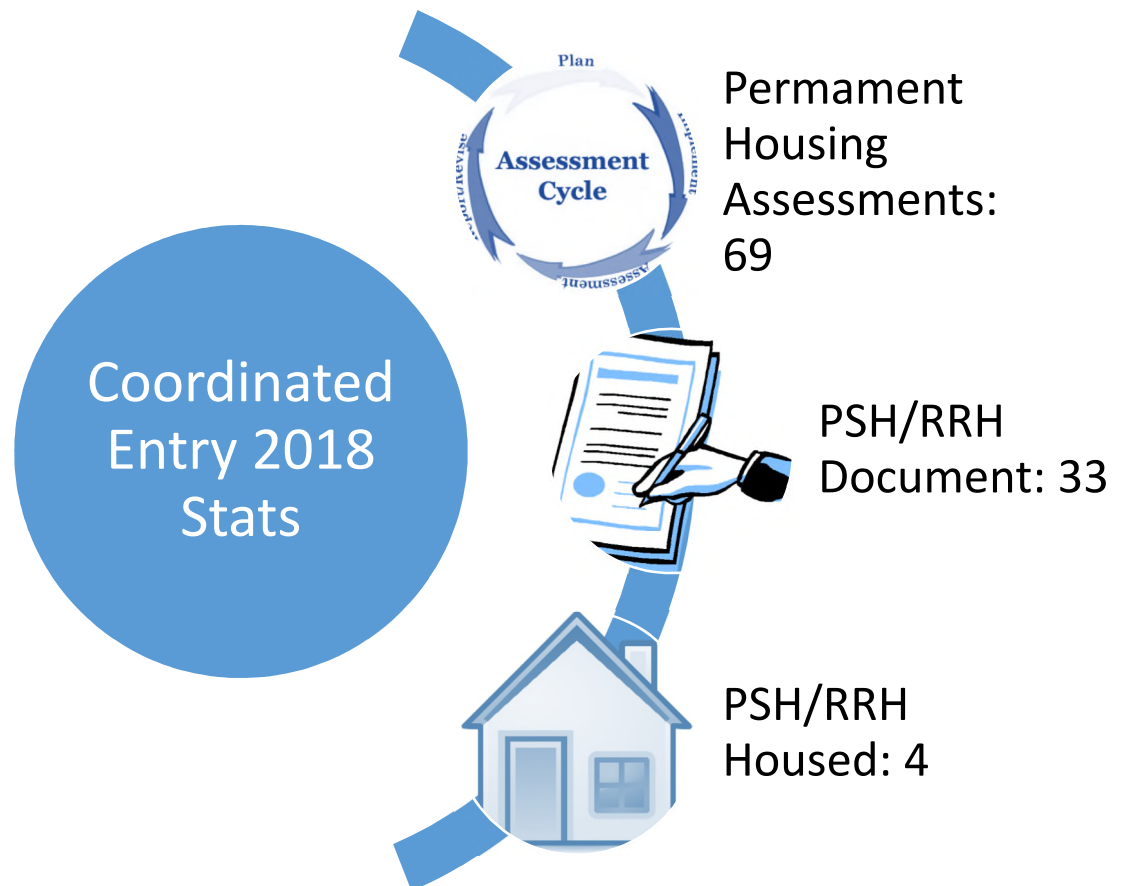
A. Coordinated Entry (CE) is a new requirement for all HUD Continuums of Care (Cocas) as established by the HEARTH Act. It paves the way for more efficient homeless assistance systems by:

- Helping people move through the system faster (by reducing the amount of time people spend moving from program to program before finding the right match);
- Reducing new entries into homelessness (by consistently offering prevention and diversion resources upfront, reducing the number of people entering the system unnecessarily);
- And by, improving data collection quality and providing accurate information on what kind of assistance consumers need.

Research has shown that prior to CE, there were several barriers to program entry. Many programs impose a system of entry criteria to screen out people who were not “housing ready” or capable of becoming “self-sufficient”– particularly through sobriety requirements, minimum income or employment requirements and service participation requirements. The effect of these barriers was that those families and individuals who have been homeless the longest, had the greatest barriers to housing, and had the greatest service needs were screened. Coordinated Entry eases the process of housing homeless individuals. The process involves assessing the individual and determining if they are in need of immediate, temporary or permanent housing. Through the assessment, individuals are given a score and the higher the score, the more at risk the individual is. The clients with the highest scores are given priority for permanent housing while, the lower scores are given temporary housing until an alternative is found.

Coordinated Entry Statistics for 2018 are as follows:

- 69 assessments were completed between January 2018 and December 2018³
- Of those 69 completed assessments, 33 were document ready and successfully submitted to the County Coordinated Entry System (CES)
- Of the 33 document ready clients, 14 clients were eligible for Coordinated Entry Permanent Supportive Housing
- 4 clients were housed through a CE provider and remaining clients were diverted and housed through independent sources.



VIII. PARTNERSHIP ACTIVITIES | COLLABORATIONS

A. Organizational Collaborations:

Outreach has collaborated with over 50 businesses and organizations since 2013. These include:

1736 Family Crisis Center	OC Social Services office
Action Alliance	Share Ourselves (SOS)
OC Outreach and Engagement	Stand Up for Kids
OC PERT Team	St John's Episcopal
OC Links	St. John the Baptist (St. Vincent de Paul)
OC Public Library	The Crossing
Off the Streets	Westminster Villa
Pacific Haven	Trellis
Pat Moore's Rehab Center	VA Long Beach
Precious Hope	VA Santa Ana
Project Hope Alliance	Veterans First
Queen of Angels Helping Hands Ministry	Volunteers of America (VOA)
Rock Harbor	Working Wardrobes
Salvation Army	Friendship Shelter
Santa Ana Health and Wellness	American Family Housing
Senior Samaritans	First Baptist Church
Fresh Beginnings Ministries	Senior Sidekicks
Battle Buddy Bridge	Lighthouse Church
Broken Hearts Ministry	Lighthouse Community Coastal
Build Futures Goodwill	Living Success Center
Grandma's House of Hope	Mental Health Association
Grey Hound Bus	Mercy House
Human Options	Newport Beach Acute Care
Illumination Foundation	Oasis Mental Health
OC Records Office	Department of Motor Vehicles
Cal Optima	Families Forward
Charle Street	Yellow Cab of Greater Orange County
Church of Christ	Orange County Adult Protective Services
Collette's Children's Home	Impact House
Companion Care	

IX. VOLUNTEER & ORANGE COUNTY MENTAL HEALTH | STATISTICS

VOLUNTEER GROUP 2018 STATISTICS & HIGHLIGHTS:

A. PSYCHIATRIC EMERGENCY RESPONSE TEAM (P.E.R.T) HIGHLIGHTS:

Orange County Centralized Assessment Team provides a Licensed Clinical Social Worker two days per week to assist officers in addressing the mental health needs of the community. The social worker provides emergency psychiatric evaluations, coordinates hospitalizations as needed, and follows up with patients to encourage linkage to community services. Additionally, the social worker provides mental health intervention training to officers.

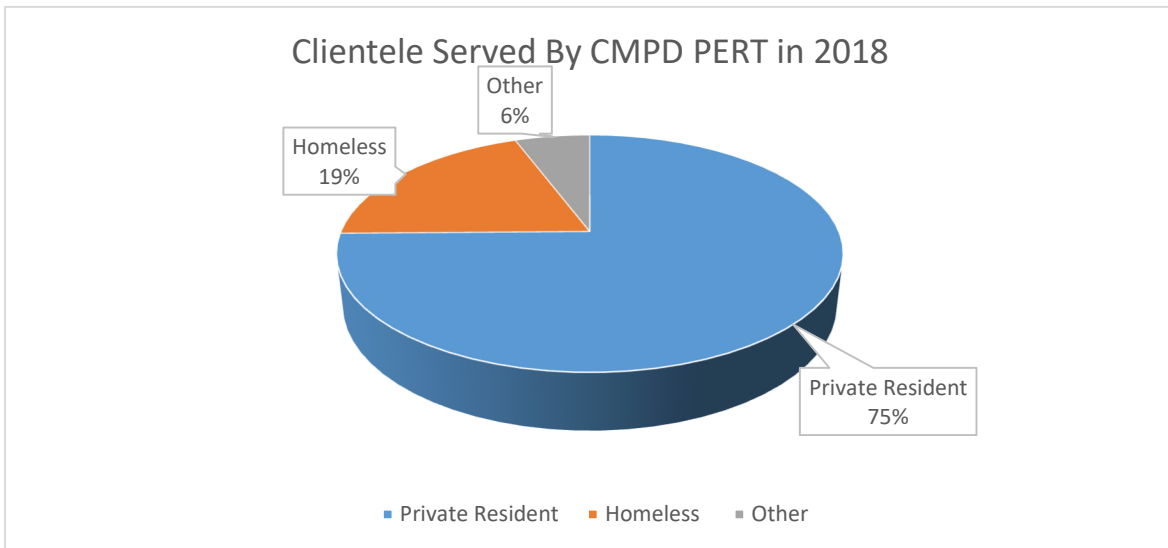
- **Total hours from January 2018 to December 2018: 225.83 Hours**
 - 157 of the clients are non-homeless and 41 of the clients are homeless and 12 other clients
 - Contacts: 214
 - Linkages to mental health services (Emergency Psychiatric Evaluations): 82

CMPD PERT Report 2018								
Month	Hours	Contact	Referral & Linkages			Housing Status of Client		
			Psychiatric Evaluation	Hospitalized	Not Hospitalized Referred to Resources	Private Residence	Homeless	Other
January	30.25	19	6	4	2	11	6	2
February	15.75	11	6	3	3	8	2	1
March	10	14	5	3	2	12	2	0
April	31.58	30	11	9	2	15	10	3
May	35.58	27	15	7	8	21	1	5
June	17	17	8	5	3	13	4	0
July	17.58	20	6	3	2	15	5	0
August	15.25	18	6	2	4	14	2	0
September	13.1	21	6	3	3	19	1	1
October	14.91	15	4	3	1	13	2	0
November	7.75	8	3	1	2	7	1	0
December	17.08	14	6	4	2	9	5	0
TOTAL	225.83	214	82	47	34	157	41	12

B. Second Chance Orange County Highlights

- a. Second Chance of Orange County in collaboration with The Network of Homeless Solutions Team provides employment placement services, as related to career training, resume building, professional clothing and other support services for homeless Costa Mesa residents. *Below in Exhibit 22 you will find a chart that summaries the organizations highlight from 2018.*

Exhibit 22: Second Change of Orange County 2018 Highlights



**38 Unique Individuals Served in the City of Costa Mesa
& 100% are Alive in 2018**

<u>Sobriety Successes</u>	<u>Housing Successes</u>	<u>Professional Development Services</u>
<ul style="list-style-type: none"> 1 client received his two-year sobriety chip 1 client received his one-year sobriety chip 	<ul style="list-style-type: none"> 4 clients have transitioned out of homelessness and into housing <ul style="list-style-type: none"> 2 into temporary women's housing 1 into permanent supportive housing 1 saved enough money to rent a room 	<ul style="list-style-type: none"> 2 veterans received work clothes, resume creation, a job, coaching and mentoring 5 individuals received professional clothing 10 Resumes were created

NHS 2018 Year End Report

<u>Career Enhancement Trainings/Workshops</u>	<u>Job Placements</u>	<u>Supportive Services Provided</u>
<ul style="list-style-type: none"> • 13 clients received 1 day of Interview Skills Training and passed their exams • 15 clients received 2 days of Customer Service Skills Training and passed their exams and received certificates of completion • 8 clients received Coaching/Mentoring and Case Management 	<ul style="list-style-type: none"> • 11 clients gained employment 	<ul style="list-style-type: none"> • 3 received Mental Health Therapy • Other supportive services included bus passes, Uber/Lyft rides, payment of driver's licenses DMV fees, tickets, etc.

Trellis Yearly Services Hours - 2018			
Volunteer Service Type	Number of Volunteers & Churches	Monthly Service Hours	Yearly Total of Hours
Check-In Center	40 volunteers & 11 Churches	220 monthly hours	2,640 hours
Saturday Morning L.O.T.S.	10-15 Volunteers & 16 Churches	170 monthly hours	2,040 hours
L.O.T.S. Community Impact Team	8-10 Volunteers & 5 Churches	40 monthly hours	480 hours
		Sum of all hours	5,160 hours

C. Trellis Highlights

Trellis, in collaboration with The Network of Homeless Solutions Team, exists to facilitate a collaborative approach to resolving the City's greatest challenges. In Costa Mesa, some of the challenges included are homelessness, literacy and neighboring/integration. Trellis collaborates with the 54 churches in Costa Mesa, community volunteers, businesses, and city officials to help bring solutions to the cities greatest needs. Trellis provides support for the Check in Center, where those experiencing homelessness can store their belongings. Trellis also provides food, clothes, recovery and reconnections along with spiritual support.

D. Fresh Beginnings Ministries Volunteer Highlights

Fresh Beginnings Ministries (FBM) provided assistance and collaborative support to 26 organizations, 367 families and served 6,180 meals. FBM was able to prepare 71 Turkey Dinners with help from 47 volunteers. During the Christmas season, FBM baked 3,000

sugar cookies to distribute to children, packed 350 Family Food boxes and collected new, un-wrapped toys for 1200 children. All statistical information represents the collaborative efforts and assistance provided to all members and organizations in Orange County including the City of Costa Mesa.

IIX. GOALS AND OBJECTIVES | 2019

Over the next year, City outreach staff will attempt to achieve the following:

- Implementation of a housing navigation system designed to provide a broader array of housing options for Costa Mesa homeless residents seeking housing
- Encouraging independence on the part of formerly homeless clients who are now housed
- Advocate for additional substance programs through CalOptima and the County of Orange
- Continued collaboration with governmental community partners including Outreach and Engagement, the Child Abuse Prevention Center and the Mental Health Association
- Development of a more robust mentoring program for follow up clients with the assistance of both Trellis and Fresh Beginnings Ministries
- Remaining an active partner with County 211 Coordinated Entry to ensure maximum placement of homeless residents in housing
- Continuing monthly coordination meetings with community volunteers and non-profit organizations
- Identification of additional employment resources which are willing to train homeless individuals and assist them in their job search.
- Transfer a majority of street outreach to the Bridge Shelter and create comprehensive housing plans for our vulnerable population
- Work collaboratively with our Bridge Shelter clients on their housing plans with the possibility of being diverted back to their home of origin and reunified with their families
- Continue to work cohesively with our Bridge Shelter operator to ensure the safety of the Bridge Shelter community is upheld
- Continue positive messaging to the business and resident community regarding our positive efforts related to the individuals ending their homelessness